CMS Net

Pending Eligibility

This guideline is for training and internal
use only.

Table of Contents

This guideline is for training
and internal use only.

Preface

Legend

In procedures on the following pages users will see various symbols used.

✔ When a procedure is described, the check mark indicates the result of an action.

➡ The arrow indicates a content note.

This guideline is for training
and internal use only.

Pending Eligibility CMSPE-20

Overview

This chapter describes how to use the full screen interview process. This screen allows the user to:

- Send interview letters (C-16's and C-38's)
- Schedule interviews
- Set up ticklers for the next interview
- Follow the progress of the patient's Medi-Cal application.
- Establish current and future date ranges for Program Eligibility
- Set ticklers for Medi-Cal follow-up

Patient Registration Status

When selecting eligibility, a user will identify a client. Once the client is identified, the system shall check the registration status.

If the registration status is "Closed", "Denied" or "Not Open" the user shall be presented with the following pop-up message:

Patient Registration Status is: *(Closed, Denied or Not Open)*.
Please update the Patient Registration Face Sheet.
[Quit]

Press <Enter> to access the Patient Identification screen.

pending eligibility.doc   1   Revised 02/05/04
This guideline is for training
and internal use only.

Pending Eligibility CMSPE-20, Continued

Program Eligibility Date Ranges

A client can have <u>two</u> Program Eligibility date ranges present during the annual eligibility determination.

- One represents the <u>current</u>, active-program eligibility period

- The other represents the <u>pending</u> period. (up to 60 days prior to the current end date.)

Upon selecting or identifying a client, **one of four** messages will display.

No Program Eligibility

1. If <u>**no**</u> program eligibility period exists, this message displays:

```
This client has no program eligibility
period on file:
(?)  Establish a new program eligibility
period.
( )  Quit
```

If…	Then…
The user chooses the option "Establish a new program eligibility period,"	The system displays the Pending Eligibility (CMSPE-20) screen.
The user selects Quit,	The system displays the Patient Identification screen. (CMSPI-10)

Continued on next page

Pending Eligibility CMSPE-20, Continued

Current Program Eligibility

2. If **a current** program eligibility periods exists, this message displays:

```
Which Program Eligibility Period would you
like to enter for this client?
(?)  Enter the current 99/99/9999 program
eligibility period.
( )  Establish a new program eligibility
period.
( )  Quit
```

If...	Then...
The user selects "Enter the current 99/99/9999 program eligibility period	The system displays the Eligibility Menu (CMSEM-10).
The user selects "Establish a new program eligibility period,"	The system will review the current program eligibility period to verify that a "Program End Date" has been established. If Yes, the system will display the Pending Eligibility Screen (CMSSPE-20). If No, the system will display a message as indicated below.
The user selects Quit,	The system displays the Patient Identification screen. (CMSPI-10)

Current Program Eligibility

If **a current** program eligibility period exists without an end date and the user attempts to "Establish a new program eligibility period", the following message will be displayed:

```
Current 99/99/9999 program eligibility period does
not have an End Date. Program End Date must be set
before new eligibility period can be established.
(?)  Go to Program Eligibility for current period
     to establish End Date
( )  Quit
```

Continued on next page

This guideline is for training
and internal use only.

Pending Eligibility CMSPE-20, Continued

If…	Then…
The user selects "Go to Program Eligibility for current period to establish End Date"	The system displays the Program Eligibility screen (CMSPE-25) for the user to enter the Program End Date.
The user selects Quit,	The system displays the Eligibility action message screen.

Two Program Eligibility Periods

3. If **two** program eligibility periods exist, this message displays:

```
Which Program Eligibility Period would
you like to enter for this client?
(?)  Enter the current 99/99/9999
program eligibility period.
( )  Enter the pending 99/99/9999
program eligibility period.
( )  Quit
```

If…	Then…
The user selects " Enter the **current** 99/99/9999 program eligibility period,"	The system displays the Eligibility Menu (CMSEM-10).
The user selects " Enter the **pending** 99/99/9999 program eligibility period,","	The system displays the Eligibility Menu (CMSEM-10).
The user selects Quit,	The system displays the Patient Identification screen. (CMSPI-10)

Continued on next page

Pending Eligibility CMSPE-20, Continued

**Expired
Program
Eligibility**

4. If a user selects a patient with an **expired** Program Eligibility Date Range, but the *case* is still **active**, the following message displays:

```
This client has an expired program eligibility period
on file.  Would you like to:
(?)  Establish a new program eligibility period.
( )  Go to Client Eligibility and close this case.
( )  Quit
```

If...	Then...
The user selects "Establish a new program eligibility period,"	The system displays the Pending Eligibility screen.
The user selects to "Go to Client Eligibility and close this case,"	The system displays the Client Eligibility screen for case closure.
The user selects "Quit"	The system displays the following Branch Menu.

```
(?)   Mail Message for Pending Eligibility
( )   Narrative for Pending Eligibility
( )   Identify New Patient
```

pending eligibility.doc   5   Revised 02/05/04
This guideline is for training
and internal use only.

Pending Eligibility CMSPE-20, Continued

**Pending
Eligibility Screen
(CMSPE-20)**

To access the Pending Eligibility Screen:

Step	Action
1	From the Primary Menu, select Eligibility. Press <Enter>. ✔ The Patient Identification screen displays.
2	Identify and select the patient.
3	Select program eligibility date range from the pop-up message. Press <Enter>. ✔ The Eligibility Menu screen displays.
4	Select Pending Eligibility. Press <Enter>.

Use the <Down Arrow> to move from field to field. Required fields or fields that
the user can change are **bolded**.

```
CMSNET                       PENDING ELIGIBILITY                    CMSPE-20
1Pt Nm: XXXXXXXX1XXXXXXXX2XXXXXXXX3XXXXXXXX4   CCS#: 9999999  CIN: 99999999X 9
2)Gender: X   DOB: 99/99/9999  Lgl Co: XXXXXXXX1   REG=XXXXXXXX      MED=X   F/R=X
 Pgrm Begin Date 99/99/9999 End 99/99/9999  CCS Elig Status XXXXXXXXXXXXXXXXXXX

3)Pending Elig Type xxxxxxxxxxxxxxxxxxxx+    4)Pending Interview Type xxxxxxxxxxxx+
3)Letter Type xxxxxxxxxxxxxxx+  7a)Interview Scheduled 99/99/9999   7b)Time 99:99 xx
6Letter Status xxxxxxxxxxxxxx+   7c)Interview Scheduled With:XXXXXXXXXXXXXXXXXX
Interview Letter Cycle:
Status:             Ltr Name:     Dt Printed:    Corresp #     Nxt Ltr Due:
8XXXXXXXXXXXXXXX       9)XXXXXXX    10)99/99/9999  11)9999.99999  12)99/99/9999
 XXXXXXXXXXXXXXX        XXXXXXX       99/99/9999     9999.99999     99/99/9999
 XXXXXXXXXXXXXXX        XXXXXXX       99/99/9999     9999.99999     99/99/9999

    Pending Medi-Cal
13 Dt M/C Not Referred    99/99/9999  14) Reason Not Referred xxxxxxxxxxxxxxxxxxxx+
15 Dt M/C Agrmnt Signed   99/99/9999  16) Dt M/C Appl Refused          99/99/9999
17 Status Call Due        99/99/9999  18) Dt Deter M/C Not Compliant   99/99/9999
19 Dt M/C Appl Completed 99/99/9999  20) Dt Self Declared     99/99/9999

21) Comments  xxxxxxxx1xxxxxxxx2xxxxxxxx3xxxxxxxx4xxxxxxxx5xxxxxxxx6xxxxxxxx7x
              xxxxxxxx1xxxxxxxx2xxxxxxxx3xxxxxxxx4xxxxxxxx5xxxxxxxx6xxxxxxxx7x
              xxxxxxxx1xxxxxxxx2xxxxxxxx3xxxxxxxx4xxxxxxxx5xxxxxxxx6xxxxxxxx7x
23) Last Update By XXXXXXXX1XXXXXXXX2XXXXXXXX3  23) Date 99/99/9999
```

pending eligibility.doc   6   Revised 02/05/04
This guideline is for training
and internal use only.

Pending Eligibility CMSPE-20, Continued

**Data Entry
Fields**   The following table identifies and defines the fields for data entry on the Pending
Eligibility screen.

Field #	Element Name	Description/Comments
1	(header)	Standard patient's header information
2a	Pgrm Begin Date	**Required** if no Program Eligibility Date Range already exists. Defaults to: Referral date from Patient Registration for the initial Pgrm Elig period **OR** One day past the previous Pgrm End Date for annual renewals. User is allowed to change.
2b	End	**Display Only** Populated from Program Eligibility Screen.
2c	CCS Elig Status	**Display Only** Populated from the Client Eligibility Screen , "CCS Elig Status"
3	Pending Elig Type	**Required** Choose from the Pick List and Press <Enter>. Values: • Elig Period Only • Interview Pending • Medi-Cal Pending The Pending Medi-Cal tickler can be run in generate tickler batch correspondence section to follow up on your ticklers.
4	Pending Interview Type	**Required** if Pending Elig Type is "Interview Pending". Values: • Initial • Annual User must make a selection for the first letter. Thereafter, the field is deactivated.

Continued on next page

Pending Eligibility CMSPE-20, Continued

Data Entry Fields (continued)

Field #	Element Name	Description/Comments
5	Letter Type	**Required** if Pending Eligibility Type is "Interview Pending" Values: • CCS • Medi-Cal – for patients covered by M/C Full Scope No SOC • Healthy Families – patients enrolled in Healthy Families Plan
6	Letter Status	**Required** if Pending Eligibility Type is "Interview Pending". Values: • 1st Letter Sent • 2nd Letter Sent • 3rd Letter Sent/NOA Upon generating a first or second letter, Nxt Ltr Due T+15 tickler (PEND) is set. ➡ The " PEND " tickler can be run in generate tickler/batch correspondence section to follow up on your ticklers.
7a	Interview Scheduled: Date	**Optional** - MMDDYYYY ➡ The Interview tickler (INTV) will be set if the user schedules an interview. It can be run in generate tickler batch correspondence section to follow up on your ticklers.
7b	Interview Scheduled: Time	**Required** if Interview Scheduled date is filled. User enters the time the interview is scheduled if Field 7a is filled Standard time entry : (Hour, Minute, AM or PM) • HH:MMAM or • HH:MMPM
7c	Interview Scheduled With	**Required** if Interview Scheduled date is filled. User keys the name of the person with whom the interview is scheduled. Free Text field.

Continued on next page

This guideline is for training
and internal use only.

Pending Eligibility CMSPE-20, Continued

Field #	Element Name	Description/Comments
8	Interview Letter Cycle	**Display Only** Displays Interview Pending Letter history. • 1st Letter sent • 2nd Letter sent • 3rd Letter sent/NOA
9	Ltr Name	**Display Only** Displays Interview Pending Letter history and will display C-16, C-38A etc.
10	Date Printed	**Display Only** Displays Interview Pending Letter history with date letters were generated.
11	Corresp #	**Display Only** Displays Interview Pending Letter history with each unique correspondence number for letters generated.
12	Next Letter Due	**Display Only** Displays Interview Pending Letter history with the tickler date for next letter due.
13	Dt M/C Not Referred	**Optional** User keys date decision made not to refer to Medi-Cal. If a date is entered, user must enter Reason Not Referred No future dates allowed
14	Reason Not Referred	**Required** if Dt M/C Not Referred is filled. Values: • Healthy Families • Medi-Cal • Recently Denied by M/C • Other

Continued on next page

This guideline is for training
and internal use only.

Pending Eligibility CMSPE-20, Continued

Field #	Element Name	Description/Comments
15	Dt M/C Agrmnt Signed	**Optional** User Keys the date the client reports that Medi-Cal agreement was signed If a date is entered, system sets up a 60-day Pending Medi-Cal Tickler. (PMCAL) No future dates allowed.
16	Dt M/C Appl Refused	**Optional** User Keys the date the client refuses to apply for Medi-Cal. No future dates. If date entered, upon saving, a NOA will be generated.
17	Status Call Due	**Display Only** Displays Pending Medi-Cal Tickler date (60 days) from the Date M/C Agreement was signed or from the date the client was Self-Declared.
18	Dt Deter M/C Not Compliant	**Optional** User Keys the date determined Medi-Cal is not compliant. If a date is entered, no future dates allowed. Upon saving, a NOA will be generated.
19	Dt M/C Appl Completed	**Optional** Date the Medi-Cal Application is completed. No future dates allowed.
20	Dt Self Declared	**Optional** User keys the date client signed self-declaration document. No future dates allowed. If a date is entered, system sets up a 60-day Pending Medi-Cal Tickler. (PMCAL)
21	Comments	**Optional** User can key information. Automatically populates narrative
22	Last Update By	**Display Only** Displays user's name that most recently modified any data.
23	Date	**Display Only** Displays the date of the last change.

Continued on next page

pending eligibility.doc   10   Revised 02/05/04
This guideline is for training
and internal use only.

Pending Eligibility CMSPE-20, Continued

Business Rules For Using Pending Eligibility Screen

The following business <u>rules</u> apply when using this screen:

- If "Pgrm Begin Date" is future date, users <u>cannot</u> select 'Initial' for interview type.

- "Pgrm Begin Date" can be *only up to 60 days* in the future (from the current Pgrm "End" Date).

Pgrm Begin Date Rules and Restrictions

Rules for Pgrm Begin Date:

1. Pending Eligibility (CMSPE-20) and Program Eligibility, (CMSPE-25) screens are the **only** two places where users can <u>change</u> the "Pgrm Begin Date".

2. The Pgrm Begin Date field defaults to the "Ref/Trf Dt" from Patient Registration for the initial program eligibility period established. The user can overwrite this field Start Date field.

   - If overwritten, the Face Sheet is NOT updated.

3. During annual renewal, the "Pgrm Begin Date" defaults to the previous period's Pgrm "End" Date +1.

Restrictions for Pgrm Begin Date:

1. Pgrm Begin Date should not be on or after the patient's 21st birthday. However, if it is necessary to establish a Pgrm Begin Date after patient's 21st birthday, the system will display a warning message and user will need to override to continue.

2. If this is the "<u>Initial</u>" interview (Pending Eligibility CMSPE-20, screen), the "Pgrm Begin Date" can be today's date **or** prior dates [but NOT future].

3. If this is the "<u>Annual</u>" review (Pending Eligibility CMSPE-20 screen), "Pgrm Begin Date" can be up to 60 days in the future.

4. "Pgrm Begin Date" **cannot be prior or equal to any other** "Pgrm Begin Date".

pending eligibility.doc 11 Revised 02/05/04
This guideline is for training
and internal use only.

Pending Eligibility CMSPE-20, Continued

Pgrm End Date Rules and Restrictions

<u>Rules for Pgrm End Date:</u>

1. Users must enter the "Pgrm End Date" on the Program Eligibility Screen.

2. The user can change the Pgrm "End" Date according to the rules noted.

<u>**Restrictions for Pgrm End Date:**</u>

- It **cannot** be before the "Pgrm Begin Date".

- It **should not** be on or after the patient's 21st birthday. If Pgrm End Date must exceed the patient's 21st birthdate, warning message is displayed and user must override.

Pending Eligibility Letter Types

The table below lists the types of letters used for Pending Eligibility and the timeframes (initial vs annual) when the user sends them.

Pending Elig Type	Pending Interview Type	Letter Type	First Letter	Second Letter	NOA/Third Letter
Interview Pending	Initial	CCS	C-16	C-16A	C-16B
		Medi-Cal	C-16M	C-16MA	C-16MB
		Healthy Families	C-16HF	C-16HFA	C-16HFB
	Annual	CCS	C-38	C-38A	C-38B
		Medi-Cal	C-38M	C-38MA	C-38MB
		Healthy Families	C-38HF	C-38HFA	C-38HFB
Medi-Cal Pending	No letters generated. Users can track Medi-Cal processes and set up follow-up ticklers.				
"Elig Period Only"	No letters generated; user must establish financial and residential eligibility.				

This guideline is for training
and internal use only.

Action Menu   The Pending Eligibility Action Menu has five selections:

Command	Action
Save:	Save will: • Update data or perform other non-letter-triggering actions to the screen **or** • Generate the Pending Interview letter or NOA as appropriate. Upon selecting Save: • A pop-up message is displayed allowing user to identify if patient is Medi-Cal Full Scope/No SOC or Healthy Families.
Reissue Letter	If "Interview Pending" displays, **and** an interview letter has been sent, The system will: • Cancel the most recently generated letter. • Update the Corresp #, Date Printed, and Next Letter Due. * • Reset the tickler date. * • Reissue the interview letter • If "Medi-Cal Pending" displays **and** a NOA has been generated, the system will re-issue the NOA. • *** Note**: The system will not update the fields listed and the tickler date until *after* the generation of the letter in Send Correspondence.
Go Back One Letter	The system will: 1. Remove the last letter generated from the interview letter cycle. 2. Remove ticklers from the last letter generated. 3. Return patient record to previous letter.
Cancel	The Eligibility Menu (CMSEM-10) will display. The system will NOT save any changes. ➡ They system will only display a branch menu if the user establishes a Program Eligibility Period. If NO Program Eligibility Period exists and the user chooses to 'Cancel', they shall be taken back to the Patient Id screen.
Quit	The system returns to the Pending Eligibility (CMSPE-20) screen.

pending eligibility.doc   13   Revised 02/05/04
This guideline is for training
and internal use only.

Pending Eligibility CMSPE-20, Continued

Save

Upon selecting Save from the Action Menu, the following pop-up message will be displayed:

```
Filing Eligibility period for Patient…
Please indicate any known coverage as follows:

( )   Neither Medi-Cal (Full-Scope/No SOC) nor Healthy Families
( )   Medi-cal (Full-Scope/No SOC)
( )   Healthy Families
( )   Both Medi-Cal (Full-Scope/No SOC) and Healthy Families
```

Important Note: If Medi-cal (Full-Scope/No SOC), Healthy Families or Both is selected, the Residential and Financial Worksheets will be auto-populated with data from the Patient Registration Face Sheet. If neither is selected, the eligibility screens will need to be manually entered.

Branch Menu

The system shall send the user to the Pending Eligibility Branch Menu under the following conditions:

```
(?)   Narrative for Pending Eligibility
( )   Mail Message for Pending Eligibility
( )   Eligibility Main Menu
```

This guideline is for training
and internal use only.

NOTES

This page intentionally left blank for User notes

This guideline is for training
and internal use only.